

Georgia

Five-Year Plan
Library Services and Technology Act

2003 to 2007



Georgia Public Library Service

A unit of the
Board of Regents of The University System of Georgia
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July 2002

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INTRODUCTION

The Georgia Public Library Service (GPLS), the state library administrative agency, has been located in three different state agencies since the inception of the Library Services and Technology Act (LSTA) of 1996. All of these agencies are located within the Executive Branch of state government. In July 1996, the Office of Public Library Services was moved from the State Department of Education to the Department of Technical and Adult Education (DTAE). In July 2000, the agency was then moved from the Georgia Department of Technical and Adult Education to the Board of Regents of the University System of Georgia (BOR).

The basis of the original LSTA 5-Year Plan was a blending of DTAE's Strategic and Technology Plans. DTAE also had a strong desire to introduce technology in all of Georgia's public libraries and to equalize the services that were available in those libraries. Therefore, a number of statewide or centralized projects were implemented. It was also a serendipitous time with the arrival of Gates Grants and Y2K monies; during this period great strides were made with the application of technology in the library setting.

The GPLS conducted a self-evaluation of Georgia's first Five-Year Plan. It can be found at <http://www.public.lib.ga.us/pls/lsta/lstaeval.pdf>. Attempts have been made to correct problematic areas that were identified as part of that plan and to build upon its successes. Additionally, an electronic survey was conducted titled, *Survey for Library Services and Technology Act (LSTA) Five-Year Plan*.

Georgia's libraries, like its population, are very diverse. The libraries range from very small with limited resources to the very large public and academic with research collections and resources. Likewise, there is a great variation in staffing levels, training and experience.

The Georgia library community has initiated a number of outstanding and nationally recognized programs such as GALILEO, GIL, PINES and GOLD. It is the intent of GPLS to enhance and strengthen these projects and to continue to develop outstanding library programs, resources and services for all Georgians.

VISION STATEMENT from the BOARD OF REGENTS OF THE UNIVERSITY SYSTEM OF GEORGIA

"The University System of Georgia will create a more educated Georgia, well prepared for a global, technological society, by providing first-rate undergraduate and graduate education, leading-edge research, and committed public service"

GPLS MISSION STATEMENT

The mission of the Georgia Public Library service is to improve the quality of life for all Georgians by providing information and by encouraging reading, literacy and education through the continuing support and improvement of Georgia's public libraries.

LSTA MISSION STATEMENT

The mission of Georgia's libraries is to contribute to the educational, cultural, economic, and social advancement of all Georgians by providing excellent resources, well-trained and knowledgeable staff, user friendly services, a sense of community and cooperation with other agencies; and by bringing the collective resources to bear on the economic development of the State and the continuing education of all its residents are well prepared for a global and technological society.

NEEDS ASSESSMENT AND BACKGROUND INFORMATION

1. Needs Assessment – Blind and Physically Handicapped: In June 2000, Himmel & Wilson completed a study entitled, *Library Services to Georgia Residents with Special Needs*. This study provided a vast amount of information about persons with disabilities in Georgia. The study estimates that there are 107,845 persons potentially eligible for service from National Library Service for the Blind and Physically Handicapped (NLS) but that there were only a little over 14,000 registered users in Georgia.

The **Georgia Library for Accessible Services** - GLASS (formerly the Regional Library for the Blind and Physically Handicapped) provides a major service to Georgia residents with disabilities. GLASS serves persons in the Atlanta metropolitan area and provides support to 13 additional subregional libraries across the state. GLASS serves as the machine-lending agency for the state and provides a service that includes Talking Books and Braille materials.

GLASS and the subregional libraries serve over 22,000 registered readers in the state. Last fiscal year, over 776,000 items in Braille and on cassette tape were circulated to Georgia readers. GLASS collection contains nearly 56, 000 titles and over 297, 000 copies. GLASS processed 6,943 interlibrary loans during 2001. Monthly circulation statewide averages about 65,000 items.

The 2000 US Census found that there were 1,456,812 persons with disabilities in Georgia; the Himmel & Wilson study identified the need to expand public library services to all persons with disabilities, not just those eligible for NLS service.

Summary Need #1: There is a need for Georgia libraries to further identify persons with disabilities and to establish, expand and enhance services to this population.

2. Needs Assessment – Cooperation and Resource Sharing: There are several major cooperative library efforts in Georgia. Two of these efforts, GOLD and Georgia HomePlace, are described here, while GALILEO is described under Information Access. The Georgia Online Database (GOLD) serves as the interlibrary lending and union listing system used throughout the state. GOLD's consortium is comprised of over 200 academic, public, private, school, special and technical college member libraries. The Georgia Online Database is a group access capability (GAC) through the Online Computer Library Center (OCLC) and OCLC's WorldCat database, which is the world's most comprehensive bibliographic database comprised of more than 41 million records.

In addition, the Georgia Department of Archives and History (*Office of Secretary of State*) and the Georgia Public Library Service (*Board of Regents, University System of Georgia*) and GALILEO (*University System of Georgia*) are collaborating on a long-range project to digitize valuable Georgia family and local history records and to make them available in a new GALILEO database within the Digital Library of Georgia called **Georgia HomePLACE** (**Providing Library and Archives Collections Electronically**). The project will include a variety of Georgia documents and materials located at the Archives and throughout the state's public library collections.

There are also other formal and informal cooperative library activities going on within the state. Many of these are regional in nature.

Summary Need #2: It is critical to resource sharing within the state that these projects continue and utilize the latest technology in the most efficient and effective manner and other cooperative projects be developed.

3. Needs Assessment – Demographics (Highlights): There are many different distinct and unique areas located throughout the State's 159 counties which cover 57,906 square miles. They are distinct because of their geography, economic conditions, social history, education levels, cultures, and physical conditions. According to the 2000 Census, Georgia's population was 8,186,453 an increase of 26.4% over 1990. The national increase was 13.1%. Currently, Georgia is the nation's fourth fastest growing state and the 10th most populous state in the nation.

Georgia's population grew from 6,478,149 to 8,186,453 in the ten-year period from 1990 to 2000. This increase was 1,708,304 or 26.4 percent. On a percentage basis, Georgia was the fastest growing state east of the Rockies.

Growth in Georgia has been driven by a high level of migration, both from other states and other nations. Less than one half of population growth in Georgia is the result of natural increase. The remainder is due to foreign and domestic migration. Foreign migration has been substantial. An estimate from the Supplementary Survey of the Population 2000 (done in conjunction with the actual Census) showed a foreign born population in Georgia of 552,000. Of these, 347,000 entered the country between 1990 and 2000.

The highest levels of growth continued to be in the metropolitan Atlanta region. The 20 county region had a growth rate of 39 percent, with Henry and Forsyth growing by over 100 percent. Although growth rates in other parts of Georgia were lower than in Atlanta, there was still significant growth in other regions of the state. The central and northeast Georgia mountain counties all experienced growth levels in excess of 20 percent.

The overwhelming majority of Georgia counties (110 of 159) saw population increases of at least 10 percent. This means they suffered no net out migration during the decade. Actual population declines were even more limited. Only eight counties lost population during the decade (compared to 40 during the 1980s). Six of these were in Southwest Georgia. This part of the state had the slowest population growth of any region.

Racial Changes: Migration patterns have significantly changed the racial composition of Georgia. Throughout most of the state's history, racial distinctions were limited to black and white. The numbers from Census 2000 changed this. The African American/Black percentage of Georgia's population rose from 27 percent to 28.7 percent. Hispanics, who can be of any race, grew from only 108,000 in 1990 to 435,000 in 2000. Hispanics now number over 5 percent of the state's population. The Asian population also doubled in the decade to 176,000. Although only 2 percent of the state population, the Asian population is highly concentrated in the Atlanta region.

The increase in both the African American/Black population and the growth of other minority groups has greatly reduced the non-Hispanic white percentage of the state's population. In 1990 over 70 percent of Georgia's population could be classified as non-Hispanic white. Census 2000 found that this percentage had decreased to just over 62 percent.

Although the growth of Georgia's new minorities, Hispanics and Asians, was the most reported result of Census 2000, the strong growth of the African American/Black population should not be understated. Between 1990 and 2000 Georgia's African American/Black population grew from 1,746,000 to 2,349,000, an increase of almost 35 percent.

Changes in Age: Comparing the population under 18 with those over 18 shows no significant change in the proportions between 1990 and 2000. The under 18 category dropped from 27.7 percent in 1990 to 27.5 percent in 2000. This stabilization contrasts with the sharp declines in the under 18 population between 1970 and 1990.

The population aged 65 and older decreased from 10.1 percent in 1990 to 9.6 percent in 2000. This slight decrease followed a national trend that will continue until the baby boom generation reaches this age cohort, beginning in 2010. Georgia has the third smallest percentage of its population over 65 of any state in the nation.

Census 2000 showed a median age of 33.4 years, almost two years higher than the 1990 number of 31.5 years. Median age numbers will continue to rise with the aging of the large population cohort of the baby boom years (1946 to 1964). Georgia continues to be a young state compared to the nation. Although the median age continues to rise, it is lower than all but five states. (This information was edited from U.S. 2000 Census web site.)

The 2000 US Census figures also indicated that there were 126,023 persons in correctional institutions, nursing homes or other institutions. It also showed that in 1999, 1,033,793 persons were living below the poverty level and this included 163,137 related children less than 18 years.

Summary Need #3: Georgia has a rapidly growing and diverse population that needs access to information, educational materials, and recreational resources in a variety of formats for all ages regardless of individual status and/or location in the state.

4. Needs Assessment – Economic Development and Conditions: The report, *The State of Rural Georgia: “Surviving, not Thriving”*, which was prepared by the Georgia Rural Development Council indicates that there are at least five Georgias based on economic conditions. They are:

Rapidly Developing	8 counties	19.38% of state’s population
Developing	42 counties	49.10% of state’s population
Existing/Emerging Growth Centers	58 counties	23.24% of state’s population
Lagging Rural	43 counties	7.69% of state’s population
Declining Rural	8 counties	.45% of state’s population

This report went on to list twelve components that fostered development. These included active and informed leadership; trained workforce; technology and innovation; telecommunications; and quality education.

This same report indicted that “Georgia has had the second highest growth per capita income in the southeast over the past 20 years, second only to North Carolina.” However, “Despite its growth, Georgia’s economic prosperity is unevenly distributed with some areas of the state much worse off than others are.”

According to the Georgia Department of Industry, Trade and Tourism (GDITT), “One way we’re accelerating the future of business is through major programs designed to invite and support the leading industries of the 21st century. One example, the Yamacraw Mission, has united government, academia, and private industry to extend Georgia’s position as a global leader in technology. The result is that Georgia is ranked in the top five for high-tech job creation, and is an acknowledged leader in the field of broadband. Another program, the Georgia Research Alliance, brings to bear the unparalleled strength of our educational community for research programs in advanced communications, biotechnology, and environmental technology. Georgia’s Advanced Technology Development Center is the nation’s most experienced university-affiliated technology incubator, offering a wide range of business support services to help entrepreneurs successfully operate technology businesses.”

Summary Need #4: There is a need for Georgia’s libraries to proactively support the many diverse forms of economic development around the state.

5. Needs Assessment – Education: “With 34 institutions, Georgia boasts the fourth-largest public university system in the nation. Atlanta ranks second in the country for the percentage of its population with a college degree, and Georgia is home to the largest comprehensive scholarship program in America.

Educational opportunities continue via a number of adult education and professional development programs. The Georgia Department of Technical and Adult Education puts quality training within easy reach by leveraging the educational resources of Georgia’s technical colleges, and the GED program.

Georgia is also home to some of the most advanced research organizations in the world, from the Centers for Disease Control to the acclaimed Georgia Institute of Technology. Innovative programs such as the Georgia Research Alliance ensure the continued growth of technology education and industry, guaranteeing a steady flow of bright minds - the scientists and knowledge leaders of tomorrow.” From Georgia Department of Industry, Trade, and Tourism (GDITT) home page

According to the GDITT, “By taking advantage of our advanced communication infrastructure, educators are also able to provide information in exciting new ways. At the nucleus of Georgia’s medical community is the Georgia Statewide Academic Medical System (GSAMS), one of the world’s largest two-way educational videoconferencing networks. GSAMS provides conferences in telemedicine and continuing instruction to participating sites ranging from colleges to rural hospitals.” Both BOR and DTAE offer on-line course work as well as off-site classes.

According to the 2000 US Census, these high levels of education are countered by the 393,197 persons that have less than a 9th grade education, the 718,152 persons that have a 9th to 12th grade education with no diploma and the 1,486,006 persons that are high school graduates. Former Chancellor Stephen Portch in his "State of the System" address reported that "While Georgia's enrollment in public elementary and secondary schools was up 23 percent between 1990 and 1999, the percentage of public high-school graduates increased only 11 percent....And the Atlanta Journal Constitution recently reported that barely half the children entering ninth grade in Georgia earn a diploma four years later – giving the state the worst high-school graduation rate in the country".

In addition, 56 of the public library systems have satellite dishes but there are no GSAMS sites located in a public library. There is an ever-increasing need for training for library staffs in all types of libraries. It is critical that training be delivered at the local level to save travel time and money.

Support the BOR in meeting part of their mission which is: "A commitment to sharing physical, human, information, and other resources in collaboration with other System institutions, the public libraries, state agencies, local schools, and technical colleges to expand and enhance programs and services available to the citizens of Georgia".

Summary Need #5 There is a need for Georgia libraries to continue the support and enhancement of formal and informal educational activities and programs for all Georgians.

6. Needs Assessment – Information Access: According to the GALILEO homepage (www.galileo.usg.edu), "GALILEO stands for Georgia Library Learning Online, an initiative of BOR and the Georgia General Assembly. A World Wide Web-based virtual library, GALILEO provides access to multiple information resources, including secured access to licensed products. Participating institutions may access over 100 databases indexing thousands of periodicals and scholarly journals. Over 2000 journal titles are provided in full-text. Other resources include encyclopedias, business directories, and government publications.

The user community of more than 2,000 GALILEO institutions includes the University System of Georgia, public K-12 schools, public libraries, the adult technical institutes and colleges, and a group of private academic colleges and universities. At this time, only educational institutions are eligible to participate in GALILEO.

Through collaboration and resource sharing, GALILEO seeks to provide equal access to information for all Georgia citizens. Individual libraries benefit from the cooperative sharing of resources –because of lower costs and increased access to a wider range of materials. No matter where a citizen lives in the state of Georgia, a library nearby provides access to GALILEO. For this reason, all GALILEO participating libraries, whether public or private, excluding schools (K-12), must provide some kind of access to GALILEO for the public. In this way, participating libraries fulfill the vision of GALILEO and reciprocate the sharing spirit in which it was created. Libraries are further encouraged to participate in other collaborative and resource sharing activities such as joint training, interlibrary loan, and reciprocal borrowing."

It is critical that GALILEO continue to be a vibrant and useful set of databases that meet the needs of all its communities. To ascertain the usefulness of certain databases, they may be tested for a specific amount of time to determine their usage. There are only a limited number of databases in foreign languages and these need to be expanded because of Georgia's rapidly growing non-English speaking communities.

Summary Need #6: There is a need for Georgia libraries to equalize and improve GALILEO databases, access and to provide or develop other appropriate databases.

7. Needs Assessment – Library Characteristics:

Based upon observation, the quality of libraries and their services varies greatly across Georgia. There is a great disparity in funding levels for all types of libraries with many small and rural library facilities being heavily dependent upon state funds.

The LSTA Survey results placed a very high priority on the acquisition of materials. GALILEO has equalized the availability of research and periodical materials but there is still a great need for additional library materials.

The results from the FSCS 2000 Public Library Survey clearly illustrate several different points. For example:

<u>Area</u>	<u>National Per Capita</u>	<u>Georgia Per Capita</u>	<u>Difference</u>
Library Visits	4.3	3.1	1.2
Reference Transactions	1.1	0.8	0.3
Total Circulation	6.4	4.4	2.0
Books and Serial Volumes	2.9	1.9	1.0

<u>Area</u>	<u>National Per 1000 Pop.</u>	<u>Georgia Per 1000 Pop.</u>	<u>Difference</u>
Audio	119.9	50.1	69.8
Video	83.2	45.6	37.6
Serial Subscriptions	7.3	3.5	3.8

<u>Area</u>	<u>National Per Capita</u>	<u>Georgia Per Capita</u>	<u>Difference</u>
Total Income	\$28.96	\$18.37	\$10.59
Total Expenditures	\$26.42	\$17.39	\$ 9.03
Collection Expenditures	\$ 4.02	\$ 2.36	\$ 1.66

All of Georgia's public libraries had Internet access versus the national percentage of 95.2. We also exceeded the national average number of terminals per capita. Otherwise, Georgia consistently ranks between 40th and 50th in the ranking of the 50 states and the District of Columbia.

Many states offer a hierarchical reference structure or a virtual reference service at the state and local levels. This is lacking in Georgia and the LSTA Survey placed a priority on developing a virtual reference service.

Summary Need #7: Generally, Georgia's libraries rank lower than national averages for a variety of statistical measures and there is a need to improve the quality and diversity of library services for the benefit of state's residents.

8. Needs Assessment – Integrated Library System (ILS):

Georgia has two very exciting ILS projects currently underway and they are PINES and GIL.

The Georgia Library Public Information Network for Electronic Services PINES program is a state-of-the-art centralized library automation system that is serving forty-two public library systems, comprising 236 libraries and bookmobiles from across the state. This centralized system allows a union database of holdings so that one library or all member libraries can be searched simultaneously. Also, it allows users to search the catalogs of libraries that are not part of the centralized system, via Z39.50 interfaces. Participation in PINES and in the statewide library card initiative is a local decision, and strictly voluntary. Patrons' ability to borrow items from any PINES library makes the concept of "access not ownership" a reality in Georgia. PINES is centrally administered and managed. GPLS staff provides a variety of services including help desk, training and system support.

GALILEO Interconnected Libraries (GIL), is an extension of the GALILEO initiative to enhance and expand educational opportunities for the citizens of Georgia. The successes that GALILEO has had in equalizing the information access opportunities for the citizens of Georgia are being extended to University System's Libraries through GIL by providing students, faculty and staff expanded access to the information resources of the

University System's Libraries. GIL will offer a gateway to information resources held in the University System of Georgia (USG) libraries.

The addition of a single integrated library automation system to GALILEO will make online access even easier for patrons and staff. GIL will integrate into one system, a web-based online union catalog of all the book collections of the University System (over six million volumes - 60% of the titles are unique), a circulation system with self-service options, fund accounting, cataloging, and check-in and control functions. In addition, USG librarians will be able to gather data on the growth and use of the collections that will guide future decision-making and cooperative collection development.

Another adjunct to this resource sharing process is the evaluation of possible methods that can be used to effectively and efficiently handle the delivery of materials to users and libraries.

Summary Need #8: There is a need to continue support and expansion for PINES, GIL and other similar projects to promote the utilization of current library resources and to make them easily available to the public.

9. Needs Assessment – Literacy and Family Literacy: One of the strongest indicators of illiteracy is the high school dropout rate. In Georgia, 12% of teens do not earn a high school diploma or GED. In some counties, this rate is as high as 47%. With minimal education, lower literate adults often become parents whose children live in poverty. The number of children living in poverty is a major factor used when developing intervention strategies for increasing family literacy skills; 26% of Georgia's children under the age of 5 live in poverty.

Public libraries are often the only community institution that provides early literacy learning activities and education for all residents. Libraries offer programs and services within their facilities as well as outreach partnership with other child/family service agencies and educational entities to ensure that the cyclical and intergenerational pattern of illiteracy is reversed.

Public libraries should continue to promote and provide early literacy learning activities and educational opportunities in order that Georgia's children will be readers, lifelong learners and library users and supporters.

Summary Need #9: There is a critical need to develop, expand, implement and evaluate lower literacy and emergent literacy programs and services that educate parents, adults, and provide literature rich experiences for children.

10. Needs Assessment – Partnerships: GPLS and all of Georgia's libraries have been involved in a number of statewide, regional and local partnerships with the public and private sector. Examples include GOLD and GALILEO and GPTV's PeachStar (satellite distance learning) program. Many public library programs receive support and funding from local businesses and organizations.

Support the BOR in meeting one of their goals is: "Maximizing cooperation with other state agencies, boards, the Office of the Governor, and the General Assembly, while maintaining the constitutional authority of the Board of Regents."

Summary Need #10: There is a need for Georgia libraries to continue existing partnerships and to develop new alliances that foster and promote the delivery of quality library programs and services.

11. Needs Assessment – Planning, Evaluation and Statistics: Respondents to the LSTA Survey placed a high priority on planning and evaluation of library services. A number of laws at the local and state levels require libraries to report based on results of their activities and progress on a regular basis. It is critical that

libraries be able to identify their needs and successes by establishing benchmarks and to use statistics in a meaningful manner. It is also key that they regularly and systematically measure the satisfaction levels of their customers.

In February of 2000, the public library directors adopted a Standards document that sets forth performance measurement standards. The purpose of the document was to improve library services and to assist individual libraries in measuring and benchmarking standard library outputs and outcomes. It must be noted that this document stressed that the use of the standards was voluntary. GPLS recognizes the value of comparisons among libraries.

Summary Need #11: There is a need for Georgia libraries to be knowledgeable of and able to effectively implement planning, evaluation and statistical methodologies.

12. Needs Assessment – Public Relations and Advocacy: During the last several years, a great emphasis has been placed on the need for enhanced funding and support for libraries. With the growing demand for comprehensive library services, the need for adequate funding has become critical. It is vital that library leaders – both staff and volunteers be well trained as effective advocates for libraries. Programs that have been offered in recent years have reaped great benefits for libraries as trustees, friends and staff have become more aware of the need for coordinated advocacy efforts.

In the statewide survey that was conducted in conjunction for preparing this plan, the need for a coordinated statewide marketing and public relations program was clearly identified. While there are a number of individual library newsletters and publications in the state, there is single, widely distributed newsletter that promotes library services and activities.

Summary Need #12: There is a need for Georgia libraries to promote the use of libraries and their resources in a professional and coordinated manner and to assist the development of staff, trustee and friends advocacy skills.

13. Needs Assessment – Technology: Since 1998, almost 3,000 computers have been placed in public libraries by the state. Currently, Georgia public libraries provide over 4,200 public Internet computers and have an additional 2,400 computers used by staff. It is critical that these computers be replaced on a periodic basis to provide viable services. Additionally, it is equally critical that computer software be maintained to allow for sustained and effective public use.

In the early 1990's, the Georgia Lottery provided an infusion of funding for technology in education; since that time, proceeds from the lottery have been primarily used for the Pre-Kindergarten Program and for the HOPE Scholarship program. Several educational agencies in the state now have line-item budgets that are routinely appropriated by the Georgia General Assembly. Public Libraries received funding during the first two years of the lottery program for technology. Since that time, state level funding for technology has come through individual appropriations, Y2K initiatives and special appropriations for unique projects. The availability of LSTA funding that is targeted for technology in libraries has provided a major asset in advancing the technological capabilities in Georgia's libraries.

Support part of the BOR's Mission which is: Technology to advance educational purposes, including instructional technology, student support services, and distance education".

Summary Need #13: There is a need for Georgia libraries to develop strategies and resources to maintain, replace and upgrade technology equipment, software and other technology related items.

14. Needs Assessment – Telecommunications Network: "The first fiber-optic cable was manufactured in Georgia, and we're now the transmission hub for the country's two largest fiber-optic trunk routes, with more than 500,000 miles of cable buried beneath our highways. Georgia also leads the nation in the deployment of ISDN

technology with switches statewide. And communications research continues with the likes of the Georgia Center for Advanced Telecommunications Technology, a 150,000 square-foot specialized research facility involved in everything from new product development to providing space and equipment for technology start-ups”....from the GDITT home page

Public libraries are all linked to the Internet by a high-speed connection available to every facility. The public academic institutions also have access to high-speed telecommunication services. There is an ongoing need for upgraded connectivity for many facilities to accommodate emerging technological advances.

Summary Need #14: There is a need for Georgia libraries to maintain and increase connectivity to all facilities to accommodate access.

15. Needs Assessment – Training, Education and Recruitment: There are over 2,700 FTE library employees working in public libraries including 634 ALA/MLS librarians. In addition, there are over 1,800 media specialist working in public school systems and over 2,400 employees in public academic libraries including 769 ALA/MLS librarians. The public librarians and the school media specialist need to be certified and both groups have continuing education requirements related to the certification process.

Libraries requiring staff to hold an ALA/MLS have had increasing difficulties in hiring new professional staff. although there are currently no ALA accredited public library schools in the State of Georgia, a program is being developed at Valdosta State University. Additionally, there is one private library school that has an accredited program. A number of colleges and universities, both public and private offer degrees in education with specialization in school media services. Georgia Perimeter College is developing a 2-year library technical assistant's program that is slated to begin in the fall of 2003.

Training programs offered by GPLS and others have been very popular. However, participants have continually identified the need to have more training take place at the local level. Many of the training programs offered by GPLS are available to local libraries “on demand” and can be customized for local needs and scheduled at times that are most convenient for individual libraries.

Responses to the LSTA Survey placed a very high priority on training, continuing education of library staff and the development of additional programs. It also placed a high priority on supporting diversity and recruitment. Finally respondents also place a high priority on training for the public at the local level. GPLS offers a trainer development program that targets local library staff who desire to be trainers.

Summary Need # 15: There is a need for Georgia libraries to continue to provide, enhance and expand support and resources to foster training, education and recruitment for the library community and to provide training for the public.

16. Needs Assessment – Workforce: “The workforce in Georgia is one of the most advanced in the nation. With more than 360,000 specialized workers, Georgia's technology employment ranks in the nation's top ten, with Atlanta coming in second among 30 cities in software job growth.

Georgia also provides resources for the continuing education and development of employees. The Intellectual Capital Partnership Program, or ICAPP, leverages the vast intellectual resources of the University System of Georgia to give your company access to the educational programs, faculty expertise, and research-and-development programs of 34 public colleges and universities. And Georgia's nationally acclaimed workforce training program Quick Start has partnered with more than 3,400 companies since 1967 to create customized training for nearly a quarter of a million Georgia workers.”. ...From GDITT home page.

It is essential that these workers be able to maintain their skills and knowledge in order for Georgia to sustain its standing. Also, there is a continuing need to upgrade the skills of other workers who have previously worked in more traditional industries.

Summary Need #16: There is a need for Georgia libraries to continue to provide, enhance and expand support and resources to develop and maintain a quality workforce.

GOALS, PROGRAMS AND ACTIVITIES

GOAL I: Initiate, improve and expand Integrated Library Systems (ILS) and their connectivity that benefit libraries' and Georgia residents' access to materials to fulfill their informational, educational and recreational needs in an effective and efficient manner utilizing technology and other methods.

Need: Summary Need #8 - There is a need to continue support and expansion for PINES, GIL and other similar projects to promote the utilization of current library resources and to make them easily available to the public.

LSTA Purposes:

- Expanding services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages
- Developing library services that provide all users access to information through local, state, regional, national and international electronic networks.
- Targeting library services to individuals of diverse geographic, cultural, and socioeconomic backgrounds, to individuals with disabilities, and to individuals with limited functional literacy or information skills.

Targets (Output and Outcome):

- a. Increase the participation in PINES with the inclusion of three additional library systems.
- b. Maintain the PINES system with state-of-the-art infrastructure, software and hardware.

Program:

1. Continue the PINES reimbursement program. Timeframe: 2003 - 2007
2. Continue the dialog and cooperative activities between GIL and PINES committees. Timeframe: 2003 – 2007
3. Explore, evaluate and implement a method for transporting intra-PINES loans and the return of materials to the originating library. Timeframe: 2003 – 2004
4. Continue to provide centralized services and support for the PINES program. Timeframe: 2003 - 2007

GOAL II: Initiate, improve and expand GALILEO and develop other appropriate databases including links to other agencies that will benefit libraries and Georgia residents by providing access to information to fulfill their informational, educational and recreational needs in an effective and efficient manner utilizing technology and other methods.

Need: Summary Need #6 - There is a need for Georgia libraries to equalize and improve GALILEO databases, access and provide or develop other appropriate databases.

LSTA Purposes:

- Expanding services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages.

- Developing library services that provide all users access to information through local, state, regional, national and international electronic networks.
- Providing electronic and other linkages among and between all types of libraries.
- Developing public and private partnerships with other agencies and community-based organizations

Targets (Output and Outcome):

- a. Increase the public's awareness of GALILEO so that when randomly surveyed 5% of Georgia residents are aware of GALILEO.
- b. Increase vendor's accountability so that accurate and timely statistics may be obtained about database usage.
- c. Increase user satisfaction levels on the annual user survey.
- d. Support the continued expansion of GALILEO as a database aggregator and content developer.

Program:

1. Continue the GALILEO Steering and other committees that will foster all of the partners' participation in GALILEO. Timeframe: 2003 – 2007
2. Continue to evaluate the use and appropriateness of GALILEO databases. Timeframe: 2003 – 2007
3. Continue to develop and provide training for the end-users of GALILEO. Timeframe: 2003 - 2007
4. Continue to provide resources to promote the use of GALILEO by all user groups. Timeframe: 2003 – 2007
5. Foster collaborative projects between public and academic libraries to increase public awareness of GALILEO at the local and regional levels. Timeframe: 2003 - 2007

GOAL III: GPLS will continue to provide, enhance and expand support and resources to foster training, education and recruitment for library personnel in all types of libraries so as to improve the quality of library services by utilizing GPLS staff, contracts. and grants.

Need: Summary Need # 15 - There is a need for Georgia libraries to continue to provide, enhance and expand support and resources to foster training, education and recruitment for the library community and to provide training for the public.

LSTA Purposes:

- Expanding services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages
- Developing public and private partnerships with other agencies and community-based organizations
- Targeting library services to individuals of diverse geographic, cultural, and socioeconomic backgrounds, to individuals with disabilities, and to individuals with limited functional literacy or information skills.

Targets (Output and Outcome):

- a. Increase the number of Georgians completing an ALA/MLS program by 10% within five years.
- b. Improve information technology competencies within libraries by the development of statewide support programs to ensure that staff at each library is adequately trained to provide basic levels of service.
- c. Continue to provide continuing education and staff development for personnel of all libraries in Georgia.
- d. Continue to create and deploy trainer development programs for library staff throughout the state.

Program:

1. Continue to develop and modify GPLS training programs as needed. Timeframe: 2003 – 2007
2. Identify and notify library community of other training appropriate programs. Timeframe: 2003 – 2007

3. Identify and support library educational programs at the undergraduate and graduate levels with an emphasis on the associates degree and the ALA/MLS. Timeframe: 2003 – 2007
4. Provide financial assistance for persons enrolled in graduate level programs. Timeframe: 2003-2007
5. Cooperate with other educational partners to deliver, develop and share training resources. Timeframe: 2003 – 2007

GOAL IV: GPLS will continue to provide, enhance and expand support and resources to foster formal and informal library-based educational programs provided to all Georgians to improve the quality of these programs, and to enhance the ability of the public to use library resources.

Need: Summary Need #5 - There is a need for Georgia libraries to continue the support and enhancement of formal and informal educational activities and programs for all Georgians.

LSTA Purposes:

- Expanding services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages.
- Developing library services that provide all users access to information through local, state, regional, national and international electronic networks.
- Providing electronic and other linkages among and between all types of libraries.

Targets (Output and Outcome):

- a. Increase the number of links between educational agencies and library web pages.
- b. Increase the number of public libraries with homework assistance programs.
- c. Increase the number of libraries that have trained staff who coordinate training for both the staff and the public.
- d. Develop and/or purchase and deploy web-based training packages for both library staff and the general public.
- e. Assist libraries in the development and enhancement of satellite communication both for passive downlinks and for interactive, 2-way video teleconferencing.
- f. Increase the number of cooperative agreements between public academic and public libraries.

Program:

1. Assist libraries to identify education providers in public and private sectors. Timeframe: 2003 – 2007
2. Establish communication and dialog with education providers. Timeframe: 2003 – 2007
3. Develop educational partnerships at the local, regional and state levels that support a program of seamless education. Timeframe: 2003 – 2007
4. Encourage libraries to develop or enhance instructional technology capabilities to offer access to formal and informal coursework through various forms of distance learning. Timeframe: 2003 – 2007
5. Develop a working relationship between GPLS staff and the library and media center coordinators at the Board of Regents, Department of Education and the Department of Technical and Adult Education. Timeframe: 2003 – 2007
6. Continue to support local libraries in the provision of basic computer literacy and Internet orientation programs for Georgia residents. Timeframe: 2003 - 2007
7. Continue to create and deploy trainer development programs for library staff throughout the state. Timeframe: 2003 – 2007
8. Work with the BOR's University System Office and individual institutions to develop cooperative relationships between public academic institutions and public libraries to develop mutually beneficial programs that enhance public and academic libraries abilities to fulfill student needs especially those utilizing distance education programs. Timeframe: 2003 – 2007
9. Present programs at BOR staff conferences about the support offered by public libraries to academic institutions. Timeframe: 2003 - 2004

GOAL V: Initiate, improve and expand resource sharing and cooperative projects that benefit libraries and Georgia residents by providing access to information and materials in a variety of formats to fulfill their informational, educational and recreational needs in an effective and efficient manner by utilizing technology and other methods.

Need: Summary Need #2: It is critical to resource sharing within the state that these projects continue and utilize the latest technology in the most efficient and effective manner and other cooperative projects be developed.

LSTA Purposes:

- Expanding services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages.
- Developing library services that provide all users access to information through local, state, regional, national and international electronic networks.
- Providing electronic and other linkages among and between all types of libraries.
- Developing public and private partnerships with other agencies and community-based organizations.

Targets (Output and Outcome):

- a. Increase the number of libraries participating in GOLD by 10% over five years.
- b. Increase the number of filled ILL requests by 10% over the next five years.
- c. Libraries utilize US MARC format records and GOLD members contribute all such records in GOLD at least annually for all their holdings.
- d. Increase the number of local and regional consortia and libraries with cooperative agreements.
- e. Increase the number of electronic linkages between library catalogs.
- f. Increase collaborative activities with museums and other cultural organizations on the state, regional and local levels to provide programs and services that explore our diverse cultural, aesthetic, and historical heritage.
- g. Increase the number of materials owned by libraries or that can be accessed by libraries to meet the needs of rapidly growing populations of non-English speaking/reading residents.

Program:

1. Hold the GOLD/GALILEO Annual meetings. Timeframe: 2003 - 2007
2. Continue GOLD quarterly reimbursements. Timeframe: 2003 - 2007
3. Libraries will be encouraged to be actively involved in the development and delivery of collaborative multi-agency programs and services. Timeframe: 2003 – 2007
4. Support retrospective conversion projects and loading into GOLD. Timeframe: 2003 – 2007
5. Investigate and employ statewide document delivery for interlibrary loan. Timeframe: 2003 - 2007
6. Investigate and employ cooperative ILL management system. Timeframe: 2003-2007
7. Identify existing consortia and cooperative activities. Timeframe: 2003 – 2007
8. Develop a list of existing library consortia and cooperatives including contact information and make available on GPLS home page. Timeframe: 2004 – 2007
9. Encourage and assist in the development of local and regional cooperative agreements between libraries and other agencies. Timeframe: 2004 – 2007
10. Continue to update on a periodic basis resource sharing manuals and procedures to reflect current standards and practices. Timeframe: 2003 - 2007
11. Annually conduct the Children's Services Annual Conference in partnership with other state library agencies and other groups. Timeframe: 2003 - 2007

GOAL VI: GPLS will continue to provide, enhance and expand support and resources to foster formal and informal programs to all Georgians with disabilities, better identify

these individuals, and improve services and the quality of these programs to enhance the ability of the public to use library resources.

Need: Summary Need #1 - There is a need for Georgia libraries to further identify persons with disabilities and to establish, expand and enhance services to this population.

LSTA Purposes:

- Expanding services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages and disabilities.
- Developing library services that provide all users access to information through local, state, regional, national and international electronic networks.
- Providing electronic and other linkages among and between all types of libraries.
- Developing public and private partnerships with other agencies and community-based organizations
- Targeting library services to individuals of diverse geographic, cultural, and socioeconomic backgrounds, to individuals with disabilities, and to individuals with limited functional literacy or information skills.

Targets (Output and Outcome):

- a. Provide assistive technology for the blind and/or other persons with disabilities through a majority of the state's libraries.
- b. Increase the number of NLS registered readers by 20% (2,200) to 24,200 readers within five years.
- c. Increase the number of outreach programs offered by GLASS and subregionals by 20% in five years.
- d. Increase services to eligible NLS users with non-visual disabilities.
- e. Expand staffing at GLASS by 50% within four years.

Program:

1. Expand the use of KLAS (Keystone Library Automation System) beyond GLASS to subregional libraries and local libraries to improve access to the service and materials. Timeframe: 2003 – 2007
2. Continue offering NLS services through GLASS and subregional libraries. Timeframe: 2003 – 2007
3. Continue to provide training opportunities for library staff across the state on the awareness of and services to individuals with disabilities. Timeframe: 2003 – 2007
4. Provide technical assistance to libraries in the area of disabilities. Timeframe: 2003 – 2004
5. Foster collaborative projects between public and academic libraries to increase the effective and efficient use of materials and programs for disabled persons at the local and regional levels. Timeframe: 2003 - 2007
6. Provide grants to libraries for the establishment or improvement of library services and programs for persons with disabilities. Timeframe: 2004 – 2007

GOAL VII: GPLS will continue to provide, enhance and expand support and resources to foster formal and informal programs provided to non-literate and lower literate Georgians; better identify these individuals; improve services; enhance the quality of these programs, and the ability of the public to use library resources.

Need: Summary Need #9 - There is a critical need to develop, expand, implement and evaluate lower literacy and emergent literacy programs and services that educate parents, adults, and provide literature rich experiences for children.

LSTA Purposes:

- Expanding services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages.
- Developing public and private partnerships with other agencies and community-based organizations

- Targeting library services to individuals of diverse geographic, cultural, and socioeconomic backgrounds, to individuals with disabilities, and to individuals with limited functional literacy or information skills.
- Targeting library and information services to persons having difficulty using a library and to underserved urban and rural communities, including children (from birth through age 17) from families with incomes below the poverty line.

Targets (Output and Outcome):

- a. The Vacation Reading Program will have a 20% increase in participation by 2005.
- b. Twenty-five percent of the 0 – 12 population will participate in the Vacation Reading Program by 2007.
- c. Children's staff in all Georgia public libraries will have attended at least one family literacy training session by 2004.
- d. By 2007, 50 public library systems will have implemented local family literacy programs.

Program:

1. Identify and cooperate with state and regional literacy providers. Timeframe: 2003 - 2007
2. Continue and expand library based literacy programs particularly those supporting family literacy, such as the Vacation Reading Program. Timeframe: 2003 – 2007
3. Conduct targeted grant programs that support this goal. Timeframe: 2003 - 2007
4. Identify, create and provide additional electronic resources and emerging technologies for children and families. Timeframe: 2003 - 2007

GOAL VIII: GPLS will continue to provide, enhance and expand support and resources to encourage programs that replace, maintain and upgrade appropriate technology equipment, software, and connectivity utilized by Georgia's libraries that need access to information, educational materials, and recreational resources in a variety of formats for all ages without regard to where they live and to improve services and the quality of these programs and the ability of the public to use library resources.

Needs: Summary Need #13 - There is a need for Georgia libraries to develop strategies and resources to maintain, replace and upgrade technology equipment, software and other technology related items.

Summary Need #14: There is a need for Georgia libraries to maintain and increase connectivity to all facilities to accommodate access.

LSTA Purposes:

- Expanding services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages.
- Developing library services that provide all users access to information through local, state, regional, national and international electronic networks.
- Providing electronic and other linkages among and between all types of libraries.
- Targeting library and information services to persons having difficulty using a library and to underserved urban and rural communities, including children (from birth through age 17) from families with incomes below the poverty line.

Targets (Output and Outcome):

- a. All 58 public library systems (100%) will have their own web page by January 2006.
- b. At least 29 (50%) of the public library web pages will be up-to-date and links current based upon random testing.
- c. Based on survey data from 2003, all public libraries will sustain their current level of access to electronic resources and will maintain viable equipment at the close of FY 2007.
- d. Based on 2002 e-rate applications, 85% of eligible public libraries will utilize e-rate funding and discounts by October 2004.
- e. Increase GPLS technical support staff by 25%.

Program:

1. GPLS will support and manage the state's E-rate program and support local libraries E-rate activities. Timeframe: 2003 - 2007
2. GPLS staff will provide technical support for libraries (primarily public) in technology applications. Timeframe: 2003 – 2007
3. Investigate and cooperate in the establishment of access to a viable backbone having a full range of integrated voice, data, and video capabilities for libraries. Timeframe: 2003 - 2007
4. Monitor and evaluate use of the BellSouth network. Timeframe: 2003 - 2007
5. Support the development of public library web pages. Timeframe: 2003 – 2006.
6. Assist libraries in the effective and efficient use of computer and network applications. Timeframe: 2003 – 2004
7. Foster collaborative projects between public and academic libraries to increase the effective and efficient use of technology at the local and regional levels. Timeframe: 2003 - 2007
8. Provide grants to libraries for the establishment or improvement of library services and programs utilizing technology to serve as a replicable model. Timeframe: 2003 - 2007

GOAL IX: Develop and implement a planned, coordinated public relations and advocacy programs including training for and about libraries to promote the use of libraries by Georgia residents to increase their awareness and use of libraries.

Need: Summary Need #12 - There is a need for Georgia libraries to promote the use of libraries and their resources in a professional and coordinated manner and to assist the development of staff, trustee and friends' advocacy skills.

LSTA Purpose:

- Expanding services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages

Targets (Output and Outcome):

- a. Increase the number of newspaper articles about public libraries by 20%.
- b. Increase the number of press releases issued by GPLS by 100%.
- c. Increase the number of cable, television and radio stations that air the Vacation Reading Program Public Service Announcement by 10%.
- d. Increase the distribution of public library newsletter, print and electronic, distributed by GPLS by 100%.
- e. Increase the number of advocacy programs conducted by local libraries by 25%.

Program:

1. Establish a public relations position at GPLS and employ a qualified full-time staff person. Timeframe: 2003
2. Conduct an assessment of current public relations and advocacy activities being conducted at the state, regional and local levels. Timeframe: 2003
3. Develop and implement a coordinated theme for GPLS publications, stationary, etc. Timeframe: 2003
4. Develop and implement a statewide plan for public relations and advocacy with input from the library community. Timeframe: 2003-2007
5. Develop a statewide library newsletter and publish it in a paper and electronic format. Timeframe: 2003 - 2007
6. Provide consulting services and information to local libraries. Timeframe: 2003-2007
7. Collect samples of public relations materials from libraries in Georgia. Timeframe: 2003-2007
8. Conduct targeted or competitive grant cycles for libraries. Timeframe: 2003-2007

GOAL X: GPLS will continue to provide, enhance and expand support and resources to foster Georgia library programs to continue existing and to develop new partnerships that foster and promote the delivery of quality library programs and services and to improve services to Georgians.

Need: Summary Need #10 - There is a need for Georgia libraries to continue existing partnerships and to develop new alliances that foster and promote the delivery of quality library programs and services.

LSTA Purposes:

- Providing electronic and other linkages among and between all types of libraries.
- Developing public and private partnerships with other agencies and community-based organizations

Targets (Output and Outcome):

- a. At least 25% (15) public library systems will develop and maintain ongoing partnerships with local businesses or organizations to improve library services.
- b. Identify and initiate dialogues with potential partnering agencies and businesses.

Program:

1. Conduct a competitive grant round that initiates new and/or develops public/private partnerships. Timeframe: 2004 – 2007
2. Provide technical and consulting assistance to libraries developing partnering relationships at the local level. Timeframe: 2003 – 2007
3. Foster collaborative projects between public and academic libraries at the local and regional levels. Timeframe: 2003 - 2007

GOAL XI: GPLS will continue to provide, enhance and expand support and resources to foster programs in planning, evaluation and statistical methodologies for the Georgia library community so that they can better plan, evaluate and measure library programs and activities to improve library service to Georgians.

Need: Summary Need #11- There is a need for Georgia libraries to be knowledgeable and be able to effectively implement planning, evaluation and statistical methodologies.

LSTA Purposes:

- Expanding services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages.
- Developing public and private partnerships with other agencies and community-based organizations
- Targeting library services to individuals of diverse geographic, cultural, and socioeconomic backgrounds, to individuals with disabilities, and to individuals with limited functional literacy or information skills.
- Targeting library and information services to persons having difficulty using a library and to underserved urban and rural communities, including children (from birth through age 17) from families with incomes below the poverty line.

Targets (Output and Outcome):

- a. All public library systems will be provided tools to assist them in planning, evaluation and the use of statistics, such as Bibliostat Connect.
- b. Identify, purchase or develop resources that support libraries' ability to plan, evaluate and measure their programs and activities.

Program:

1. GPLS will provide training and support for public libraries desiring to implement the Public Library Association's Planning for Results process. Timeframe: 2004 – 2007
2. GPLS will purchase, implement and sustain Bibliostat Connect for all public library systems. Timeframe: 2003 – 2007
3. GPLS will provide analysis of Georgia public library output data for librarians to use in planning and evaluation. Timeframe: 2003 – 2007
4. GPLS will provide assistance to local libraries in the use of tools for planning and evaluation. Timeframe: 2003 – 2007
5. Develop a web-accessible GIS (geographic information system) interface for public library statistics. Time frame: 2003 – 2004
6. GPLS will maintain current and accurate library data in print and electronic formats. Timeframe: 2003 – 2004
7. Provide grants to libraries to conduct customer satisfaction surveys. Timeframe: 2005 – 2007

GOAL XII: GPLS will continue to provide, enhance and expand support and resources to foster programs provided Georgia's rapidly growing and diverse population that needs access to information, educational materials, and recreational resources in a variety of formats for all ages without regard to where they live and to better identify these individuals and to improve services and the quality of these programs and the ability of the public to use library resources.

Need: Summary Need #3 - Georgia has a rapidly growing and diverse population that needs access to information, educational materials, and recreational resources in a variety of formats for all ages regardless of individual status and/or location in the state.

LSTA Purposes:

- Expanding services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages.
- Targeting library services to individuals of diverse geographic, cultural, and socioeconomic backgrounds, to individuals with disabilities, and to individuals with limited functional literacy or information skills.
- Targeting library and information services to persons having difficulty using a library and to underserved urban and rural communities, including children (from birth through age 17) from families with incomes below the poverty line.

Targets (Output and Outcome):

- a. Assist libraries in the development and/or expansion of materials in languages other than English and formats to better meet the needs of the diverse populations in Georgia.
- b. Investigate and identify needed resources and training to plan for future services to young adults.
- c. Investigate and identify needed resources and training to plan for future services for children, intergenerational and elderly populations.
- d. Investigate and identify needed resources and training to plan for future services to persons with limited library access because of their geographic location or economic condition.

Program:

1. Identify contact persons at organizations working with new immigrants and ESOL constituencies and obtain information about existing library service programs in their organizations and survey other libraries to determine the services that they offer to these institutions. Timeframe: 2003
2. Provide grants for non-English materials and programs. Timeframe: 2004 – 2007
3. Establish a Young Adult consultant position at GPLS and employ a qualified full-time staff person. Timeframe: 2003 - 2007
4. Provide grants for intergenerational services as well as persons with limited library access because of their geographic location or economic condition. Timeframe: 2003 – 2007
5. Foster collaborative projects between public and academic libraries to increase service, programs and outreach to non-served communities. Timeframe: 2003 - 2007

GOAL XIII: GPLS will continue to provide, enhance and expand support and resources to foster programs provided Georgia's libraries so that they can better meet Georgians needs access to information, educational materials, and recreational resources in a variety of formats for all ages without regard to where they live and to improve services and the quality programs and the ability of the public to use library resources.

Need: Summary Need #7 - Generally, Georgia's libraries rank lower than national averages for a variety of statistical measures and there is a need to improve the quality and diversity of library services for the benefit of state's residents.

LSTA Purposes:

- Expanding services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages.
- Developing library services that provide all users access to information through local, State, regional, national and international electronic networks.
- Providing electronic and other linkages among and between all types of libraries.
- Developing public and private partnerships with other agencies and community-based organizations
- Targeting library services to individuals of diverse geographic, cultural, and socioeconomic backgrounds, to individuals with disabilities, and to individuals with limited functional literacy or information skills.
- Targeting library and information services to persons having difficulty using a library and to underserved urban and rural communities, including children (from birth through age 17) from families with incomes below the poverty line.

Targets (Output and Outcome):

- a. Define basic library services and develop minimum standards for public library programs and services so that customers may have a common level of expectation.
- b. Encourage universal borrowing between publicly operated libraries in Georgia.
- c. A majority of libraries will provide digitized information resources for public use on-site or via the Internet.

- d. Increase per capita circulation in Georgia public libraries 15% by June 2005.

Program:

1. Review the draft public library standards and compare them with public library system templates. Timeframe: 2003 – 2004
2. Modify standards and review with public library system directors and implement the final public library standards. Timeframe: 2004
3. Provide grants for materials acquisition in target collection areas and audiences. Timeframe: 2004 – 2007
4. Foster collaborative projects between public and academic libraries to resources and programs at the local and regional levels. Timeframe: 2003 - 2007
5. Provide targeted grants that support the improvement of library services that are effective, efficient and replicable. Timeframe: 2003 - 2007

GOAL XIV: GPLS will continue to provide, enhance and expand support and resources to foster formal and informal library programs that support economic and workforce development and to improve services and the quality of supportive library programs and the ability of the public to use library resources.

Need: Summary Need #4 - There is a need for Georgia's libraries to proactively support the many diverse forms of economic development around the state.

Summary Need #16 - There is a need for Georgia libraries to continue to provide, enhance and expand support and resources to develop and maintain a quality workforce.

LSTA Purposes:

- Expanding services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages.
- Targeting library services to individuals of diverse geographic, cultural, and socioeconomic backgrounds, to individuals with disabilities, and to individuals with limited functional literacy or information skills.
- Targeting library and information services to persons having difficulty using a library and to underserved urban and rural communities, including children (from birth through age 17) from families with incomes below the poverty line.

Targets (Output and Outcome):

- a. Support and expand collaborative relationships with employers and economic development organizations.
- b. Support and expand collaborative relationships with workplace training providers.

Program:

1. Encourage libraries to develop or enhance instructional technology capabilities to offer courses through various forms of distance learning. Timeframe: 2003 – 2007
2. Support the business community by providing electronic and print resources through local libraries. Timeframe: 2003 – 2007
3. Provide grants that promote the development and enhancement of a more educated workforce and support economic development. Timeframe: 2003 - 2007

EVALUATION PLAN

GPLS will establish a more formal and systematic process for evaluating internal and external LSTA funded grants and activities. It is expected that all grants, programs, activities and contracts will include an evaluation component.

- Internal Grants, Programs, Activities and Contracts
 - The State's Results Based Budgeting methodologies will be applied to some activities.
 - Evaluation will have a customer focus.
 - Evaluation will focus on results and impacts.
 - The number of outcome based evaluation items will increase on an annual basis.
 - Staff will feel comfortable utilizing and training others in outcome-based evaluation.
 - GPLS staff will develop a level of evaluation skills to provide technical assistance to grantees.
- External Grants, Programs, Activities and Contracts
 - Evaluation will have a customer focus.
 - Evaluation will focus on results and impacts
 - The number of outcome based evaluation items will increase on an annual basis.
 - Evaluation will be a required component in grant applications
 - GPLS will develop a list of evaluation resources. This will be posted on our web page and whenever possible the materials will be purchased for our library collection.
- Training
 - Three GPLS staff members attended the IMLS sponsored training program on outcome-based evaluation and they will work with other GPLS staff members. The GPLS staff will be provided additional training in evaluation methodologies. The training will focus on a variety of evaluation types including qualitative and outcome-based evaluation.
 - Training programs in evaluation techniques will be offered to the library community during the five years covered by the plan.
- Five-Year Evaluation
 - Evaluation components will be introduced during the first year of the Five-Year Plan.
 - Evaluation results will be compiled on an annual basis.
 - The Five-Year Plan Evaluation will involve both internal and external evaluations.
 - Methods will be implemented to involve the library community in evaluating the Five-Year Plan.

GPLS will develop a grant-writing workshop, which will be given prior to running a grant cycle(s). The workshop will include a section on grantee responsibilities including reporting and evaluation.

STAKEHOLDER INVOLVEMENT

Staff and time limitations precluded extensive stakeholder involvement in the development of this plan. GPLS did conduct an on-line survey to solicit input from the library community concerning priorities, initiatives and directions for LSTA in Georgia. An announcement about the survey was posted to numerous library list serves.

In addition to this survey, other sources were utilized in preparing this plan. They included:

- *Putting the Pieces Together: A Strategic Plan for Public Library Services in Georgia, 2001 – 2004.* This plan was developed by the public library system directors and was facilitated by Sandra Nelson.
- Results from a work session of the public library system directors and the library directors from the public academic libraries. The main focus of this work session was on methods to encourage cooperation between the two groups.
- *Library Services to Georgia Residents with Special Needs* by Himmel and Wilson.
- *University System of Georgia Vision, Mission, and Goals Statement*
- Survey results from the evaluation of the first five-year plan.
- Review and comments from selected library leaders.
- Comments and plans from the GALILEO Steering Committee

The evaluation of the first LSTA Five-Year plan indicated that there needed to be greater involvement of the library community and the public in the development, implementation and evaluation of LSTA programs and activities. During the first Five-Year Plan, GPLS had elected not to establish an advisory council. However based upon the LSTA evaluation and survey, it has become apparent that there is a need for a high level advisory group as well as additional methods for the library community to be involved in the LSTA program.

During the 2003 fiscal year, the State Librarian will establish the Statewide Advisory Council on Libraries whose membership will be composed of representatives from various types of libraries and other stakeholders. This group will advise the State Librarian and GPLS staff on the operations and evaluation of the LSTA program. They will also assist in monitoring the LSTA Five-Year Plan and make recommendations concerning amendments to the plan. The Statewide Advisory Council on Libraries will serve staggered terms. The State Librarian will establish the exact membership and the members will be broadly representative of the library community and the residents of Georgia. For certain grant programs, GPLS will establish grant-reading teams to obtain grassroots input and to promote a greater understanding of the LSTA program.

Other advisory committees will be established as appropriate. For example, an advisory committee is currently being established for the GLASS. There is already an advisory group for children's services and family literacy that has been functioning for several years.

GPLS will strive to provide more input and participation in the LSTA program for both the library community and citizens of Georgia over the course of this plan. Because of the rapid changes that are taking place in technology, government and society, GPLS will work with these groups to modify this plan over the next five years and to make appropriate modifications to it.

COMMUNICATION AND PUBLIC AVAILABILITY

Georgia's approved Five-Year Plan will be placed on Georgia Public Library Service's (GPLS) web page. It will include a leave a comment button so that there is a mechanism for continual feedback from the library community and Georgia residents. The current Five-Year Plan, Evaluation and LSTA grant list will be accessible via the official GPLS web page.

When the Plan is placed on the web page, an announcement will be sent to a variety of library lists currently operating in the state. In addition, a letter will be sent to all GOLD member libraries and the Chairpersons of the public library System Boards of Library Trustees. Print copies will be available at the GPLS administrative office.

A limited number of paper copies of the Five-Year Plan will be produced. These will be used with members of the General Assembly, the public, and persons not having access to a computer. Because the Five-Year Plan is in an electronic format, large print versions will be produced upon request and taped copies of the plan will be produced and made available through the GLASS and Subregional Libraries for the Blind and Physically Handicapped and will be announce in appropriate media outlets.

Electronic and paper copies will be sent to the state documents collection at the University of Georgia in Athens. The electronic version will then be included in State of Georgia Publications Database <http://www.libs.uga.edu/govdocs/georgia.html>. A tri-fold brochure will be produced that includes information about LSTA and highlights from the Five-Year Plan. It will be distributed at conferences and other events.

Educational programs and forums about the Five-Year Plan and LSTA will be conducted at library association conferences and other library meetings. The GPLS will enhance the LSTA section on the web page to include more general information about LSTA and links to the IMLS home page and other relevant sites.

MONITORING

GPLS will establish a more formal process for monitoring internal and external LSTA funded grants and activities.

- Internal Grants, Programs, Activities and Contracts
 - Master list of LSTA funded programs and activities will be established
 - Each of these will be assigned to an appropriate professional GPLS staff manager, who will regularly make progress reports to the LSTA Consultant
 - Administrative Services Section will establish a tracking system for expenditures
- External Grants, Programs, Activities and Contracts
 - Master list of LSTA funded programs and activities will be established
 - Each of these will be assigned an appropriate professional GPLS staff project manager
 - Administrative Services Section will establish a tracking system for expenditures and grant payment requests
 - Grantees will be required to make quarterly progress reports to GPLS
 - Grantees will be required to make a final report within sixty (60) days of the project completion
 - Grantees will be required to make a follow-up report one year from the conclusion of the project
 - GPLS staff project managers will make a minimum of one field visit to the project except for statewide projects when they will make selected visits.
 - GPLS staff project managers will utilize a standardized monitoring form for their field visits.
 - GPLS staff project managers will be in regular contact with their assigned projects.

GPLS will develop a grant-writing workshop, which will be offered prior to running a grant cycle in multiple locations. The workshop will include a section on grantee responsibilities including reporting and evaluation.

The LSTA Consultant will be responsible for monitoring the progress in meeting the Five-Year Plan's goals and activities. This information will annually be posted on the GPLS web page. The LSTA Consultant will also serve as the liaison with the project managers and fiscal services.

PROCEDURES

Implementation, Priorities and Budget

Each year, GPLS will prepare an annual action plan. It will identify specific annual priorities, goals, objectives, and desired results that will be addressed during the year and the implementation methodologies that will be utilized. This action plan will be prepared in consultation with the Statewide Advisory Committee and will include program activities in this plan and potentially some additional activities within the plan's goals.

These priorities will be based on all of the financial and human resources that are available for implementation. Every effort will be made to coordinate state and federal resources to deliver improved services effectively.

Each year, as part of the focusing and action plan development; funds will be budgeted to meet the targeted objectives and activities.

Eligible Applicants for Grants

Eligibility will be established for each type of grant program. GPLS may identify additional eligibility requirements beyond those listed on the following table.

Grant announcements and schedules will be posted on the GPLS home page.

Eligible Applicants	Definition	Minimum Requirements
Public Library Systems	As defined in O.C.G.A. in §20-5-40 to §20-5-51	Qualified for the receipt of state aid; GOLD member in good standing
Municipal Libraries	As defined in O.C.G.A. § 20-5-20 to	Grant applications must be made in

	§20-5-24	conjunction with a public library system; GOLD member in good standing
Eligible Applicants	Definition	Minimum Requirements
Public Academic Institutions	Libraries in institutions operated by the Board of Regents of the University System of Georgia and the Georgia Department of Technical and Adult Education	GOLD member in good standing
Private Academic Institutions	Libraries in private post-secondary accredited institutions	GOLD member in good standing
K -12 Schools - Public	As defined in Chapter 20 of O.C.G.A.	Grant applications must be made in conjunction with a public library system
K – 12 Schools - Private		Grant applications must be made in conjunction with a public library system; accredited
Special Libraries - Public	Located in publicly supported governmental agencies, museums, hospitals, associations and other organizations with specialized information needs; 50% of funding from public governmental sources	GOLD member in good standing
Special Libraries - Profit		Eligibility will be determined on a grant or program basis; GOLD member in good standing
Institutions	Non-law libraries located in an institution by the Georgia Department's of Corrections, Human Resources, Juvenile Justice and Community Health	Grant applications must be made in conjunction with a public library system; GOLD member in good standing
Library Consortium		Eligibility will be determined on a grant or program basis

The distribution of funds under the LSTA State Five-Year Plan will be handled utilizing several different methods. These include:

- Funds will be used to provide GPLS staff and other operational monies to initiate, coordinate, implement, and support projects at the state, area, and local levels.
- Funds will be provided for contracting with other service providers in the public and private sectors.
- Funds will be utilized for the purchase of or creation of information resources on a statewide basis.
- Funds will be utilized for the payment of fees and reimbursements to libraries by GPLS.
- Funds will be utilized to conduct targeted, demonstration; competitive, and other grant cycles.

Any distribution of funds will be implemented under the policies of the Board of Regents of The University System of Georgia. Grants will be monitored by BOR/GPLs. Specific staff within GPLS will be responsible for monitoring fiscal and regulatory compliance of all internal and external projects and programs. GPLS will work with the State Department of Audits and Accounts and other fiscal authorities in monitoring external grant programs.

All projects and programs shall at the minimum include:

- In-house, peer, or outside evaluation or a commitment to participate in an evaluation process;
- An acknowledgment of full or partial federal support under LSTA;
- An agreement to submit specified reports and documentation to GPLS;
- An agreement that federal funds will not supplant local, state, or other funds; and,
- An agreement that participants will not violate state or federal laws and/or regulations/ rules.

ADMINISTRATIVE COSTS

No more than four percent of Georgia's LSTA funds will be allocated for administrative purposes. These costs will include any indirect costs attributed to the program by the state plus expenses related to plan development including public hearings and costs incurred by advisory groups participating in the program's development, implementation and evaluation. Additionally, any printing, publication or other appropriate costs directly related to this plan and related documentation will be charged to administrative expense.

ASSURANCES

See attachments